

VRIS UPDATE

EMPLOYMENT DISCUSSION CHAPTER

Effective April 6, 2009

Number 212

SUMMARY OF UPDATES

Last year team case reviews were conducted on cases that had been terminated unsuccessfully. One of the major findings was many of the unsuccessful case closures had been previously closed unsuccessfully, some of them many times. The issues for the unsuccessful case closures appeared to be consistent throughout each attempt. A great amount of staff time was spent on these cases.

The policy/guidance in this update was developed by a committee, refined by program directors and refined again after input from office directors.

In essence the new policy/procedure assures that when individuals who have been closed unsuccessfully return to seek services the following will happen.

*When possible office directors will be consulted prior to seeing the individual.

*When a specialist first meets with the individual they will together review the previous case(s), a decision is made on whether to move forward, and the discussion/decision is documented.

VRIS POSTING

The Employment Discussion chapter has been revised. This is found on VRIS in the Program Manual – Employment Program section.

The Case Record Documentation chapter will be revised in the near future to reflect changes in this update. We are currently reviewing that chapter for other possible revisions that might make it more useable.

MONITORING REQUIREMENTS

Office directors and program directors will monitor for compliance. The policy/procedure is effective on April 1, 2009. Beginning in July of 2009 cases closed unsuccessfully after April 1, 2009 should be reviewed. A report showing unsuccessfully terminated cases returning for services will be available in QUEST in Consumer Services – Reports.

TEAM COMMUNICATION

Office directors should review the revisions to the Employment Discussion chapter (shown by bars at the right side) with all staff.

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